



Industry Day Briefing NASA Enterprise Data Center (NEDC)

Office of the Chief Information Officer

Presented By
Tony Anania

April 21, 2009





Industry Days Schedule: April 21, 2009

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- 9:00 a.m. Event Logistics – Joe Sparmo
- 9:05 a.m. OCIO Welcome and I³P Overview – Mike Hecker
- 9:50 a.m. I³P Enterprise Service Management – Cliff Ward
- 10:50 a.m. Break
- 11:00 a.m. Enterprise Service Desk & Service Request System – Ken Griffey
- Noon Break
- 12:45 p.m. NICS – Brad Solomon
- 2:15 p.m. Break
- 2:25 p.m. NEDC – Tony Anania**
- 3:55 Closing Comments – Bobby German, NASA CIO (acting)
- 4:15 Adjourn



Agenda

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- Overview
- Acquisition Approach
- Technical Overview

Reminder

**This information is preliminary and subject to change
when the final RFP is released.**



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Overview



Overview

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- This briefing provides an overview of the features and components of the NEDC Procurement
- The NEDC is being established to fulfill the requirements of providing Information Technology Data Center Services in support of the NASA's Institution and Programs
- The NEDC will provide a mechanism for consolidation and transformation of Data Centers Services both at the installation level and Agency-wide



NEDC Scope

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- Applies to all Agency Data Centers to include servers and storage elements, except in those circumstances where exclusion is deemed appropriate by the NASA OCIO
- Data Centers will be rolled into the NEDC at the earliest “exit point” of Center IT Service contracts (at or before expiration of basic contract or prior to exercising a remaining option) where it makes economic or service sense
- NEDC shall employ maximum use of Off-Site Data Center Services



NEDC Objectives

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- **Transform the Enterprise, moving away from stove-piped systems**
- **Implement an Enterprise Data Center management approach to improve security, computing capability and efficiency**
- **Consolidate data centers and maximize use of commercial outsourced services**
- **Provide standardized services, processes and equipment to achieve economies-of-scale**
- **Enhance Disaster Recovery of NASA data and information to ensure Continuity of Operations**



NEDC Objectives (cont.)

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- **Provide for systems modernization, implementation of upgrades and infusion of new technology**
- **Reduce carbon footprint and energy consumption of NASA data center operations**
- **Provide consistent provisioning of data center services and improve levels of service throughout NASA**
- **Establish and maintain a real-time asset and Configuration Management Database (CMDB)**
- **Migrate applications seamlessly and with no performance impacts from the As-Is to an optimized To-Be architecture**

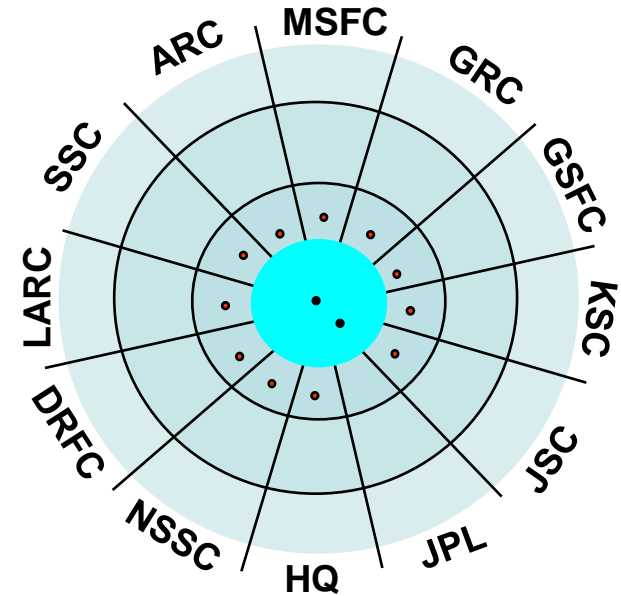
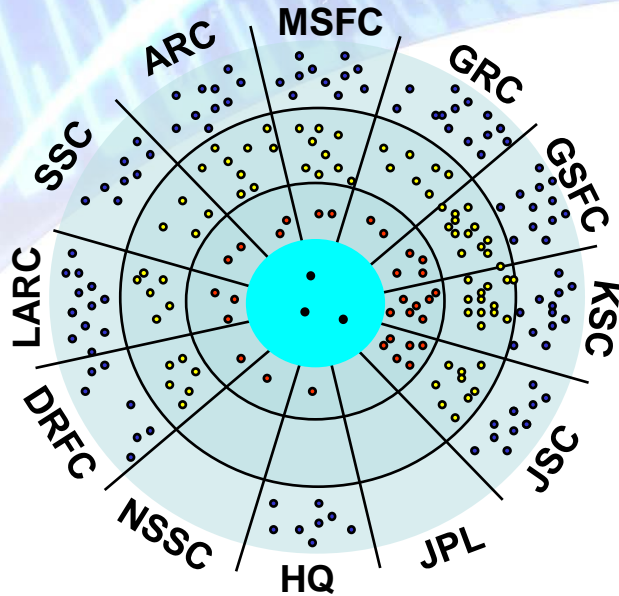


Data Center Environment

Current State

Target State

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3 Agency, 10+ Center Data Centers Supporting Agency-wide Applications	Scope of Service	1 Agency-Wide Service, Possibility of Small Data Centers at Each Center
Varies by Data-Center	Security	Physical and Logical Access Compliant with Federal Requirements
Varies by Center	Quality of Service	High Availability (Tier III)
Multiple Vendors	Service Delivery	Single Vendor



NEDC Potential Performance Sites

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Ames Research Center (ARC)
Dryden Space Flight Center (DSFC)
Glenn Research Center Main Campus (GRC)
 GRC - Plumbrook Facility
Goddard Space Flight Center Main Campus (GSFC)
 GSFC - Wallops
 GSFC - White Sands Complex
 GSFC - Independent Verification & Validation Facility (IV&V)
 GSFC - Goddard Institute for Space Studies (GISS)
Headquarters Main Campus (HQ)
 HQ – JPL NASA Management Office

Johnson Space Center Main Campus (JSC)
 JSC - White Sands Test Facility
 JSC - El Paso Forward Operating Location
Kennedy Space Center Main Campus (KSC)
 KSC – Vandenberg Air Force Base (VAFB)
Langley Research Center (LaRC)
Marshall Space Flight Center Main Campus (MSFC)
 MSFC - Michoud Assembly Facility
 MSFC - National Space Science & Technology Center (NSSTC)
NASA Shared Services Center (NSSC)
Stennis Space Center (SSC)

Current IT Services Contracts



Location	Contract Name	Contract Name (short)	Prime Contractor	Contract Type	Type of Concern	End Date -- thru all options
ARC	Ames-Consolidated IT Svcs T/O	A-CITS	QSS Group(Bought out by Perot Systems/Large Business	CPIF	8a	10/14/2008
LaRC	Consolidated Info Technology Svcs	CONITS	Raytheon	CPAF	LB	4/27/2010
JSC	JSC Enabling Technology and Security	JETS	MEI Technologies	CPAF	8a	8/31/2009
JSC	JSC Information Mgmt & Media Svcs	JIMMS	Tessada	CPAF	SB	8/31/2009
SSC	Information Technology Services	ITS	CSC	CPAF	LB	8/31/2009
SSC	Laboratory Services Contract	LSC	AGT	CPIF	8a	9/30/2009
GSFC	Unified NASA Information Tech Svcs	UNITeS	SAIC	CPAF	LB	11/30/2009
MSFC	Unified NASA Information Tech Svcs	UNITeS	SAIC	CPAF	LB	11/30/2009
ARC	Ames-Consolidated IT Svcs T/O	A-CITS II	Perot Systems	CPFF	LB	1/30/2010
SSC	Test Operations Complex	TOC	Jacob Sverdrup	CPAF	LB	8/31/2010
GSFC	Mission Operations Mission Services	MOMS	Honeywell	CPAF/IDIQ	LB	9/30/2010
GSFC	Geophysics, Geodynamics, and Space Geodesy Support	GGSG	SGT, Inc	CPAF	SB	1/31/2011
HQ	HQs Information Technology Supt Svcs	HITSS	Indyne	CPAF	LB	5/31/2011
GSFC	GISS Mission Support	SESDA II	Adnet	CPAF	SB	6/30/2011
SSC	Hardware Assurance Technology	HAT	Pratt & Whitney Rocketdyne Inc	CPAF	LB	3/31/2012
DFRC	Research Facilities & Engr Supt Svcs	RF&ESS	Arcata Associates	CPAF	SB	7/31/2012
GRC	Professional, Admin., Computational & Engineering Supt Services	PACE III	DB Consulting Group	T&M	8a/SDB	8/31/2013

NOTES:

1. Data Center Services are embedded as an incidental service within each of the identified contracts
2. Expected transition dates are still in discussion with Centers and Mission Directorates.
3. Mission Data Centers are in scope, but specific contracts have not been identified



Current IT Services Contracts (Cont'd)

Location	Contract Name	Contract Name (short)	Prime Contractor	Contract Type	Type of Concern	End Date -- thru all options
GSFC	Space Comms Network Services	SCNS	ITT Corporation	CPAF/IDIQ	LB	1/8/2015
ARC	NASA Supercomputing Supt Svcs	NS3	CSC	CPAF	LB	7/1/2017
KSC	Information Mgmt & Comm Services	IMCS	Abacus Tech. Corp.	CPAF	SB	9/30/2017

Location	Contract Name	Contract Name (short)	Prime Contractor	Contract Type	Type of Concern	End Date -- thru all options
GRC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	3/31/2010
LaRC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	3/31/2010
JSC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	6/30/2010
MSFC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	6/30/2010
NSSC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	11/30/2009
DFRC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	3/31/2010
SSC	Outsourcing Desktop Initiative for NASA	ODIN	Lockheed Martin	FFP	LB	6/30/2010

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Project Management

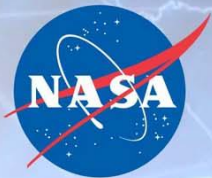
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- NEDC Project Management Office located at Kennedy Space Center will manage the NEDC Contract and oversee the implementation of the Agency's long-term Data Center Transformation Strategy which includes:
 - Mainframe Services
 - Hosting Services
 - Housing Services
 - Web Hosting Services (internal NASA facing)
 - Shared File Services
 - Server Security Services
 - Customer Support (Tier 2 & 3)



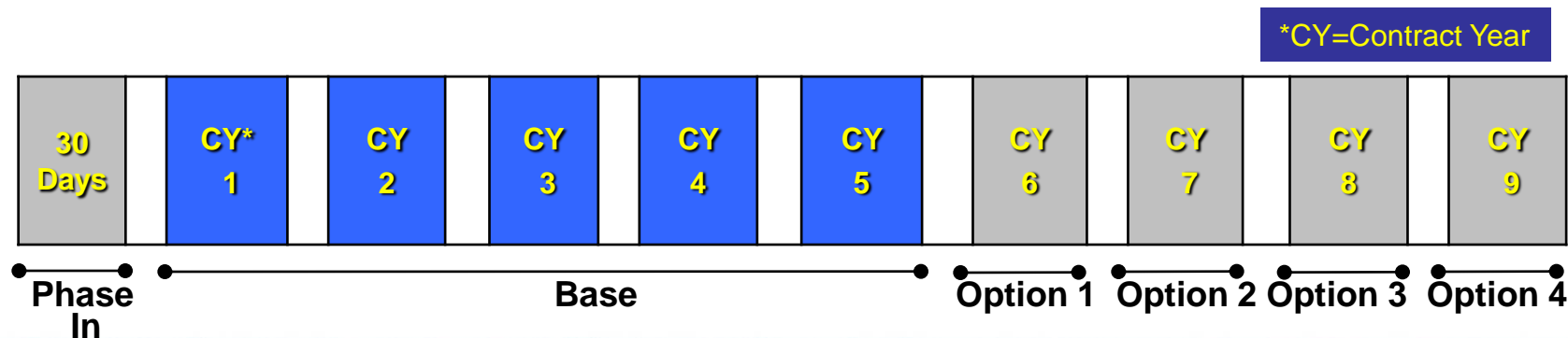
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Acquisition Approach



Contract Performance Period

- NEDC period of performance is 9 years
 - Base period of 5 years plus four 1-year priced options
- Type of Contract
- Full and open competition with a 12% total small business subcontracting goal
 - Single award, Fixed Price, Indefinite-delivery, Indefinite-quantity contract
 - Minimum contract value: \$5,000,000
 - Maximum contract value: \$1,500,000,000





Source Selection Approach

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- Using FAR Part 15, Contracting by Negotiation
- The Agency CIO is the Source Selection Authority
- Evaluation Subfactors:
 - Mission suitability subfactors will be limited to Four:
 - Management Approach
 - Technical Approach
 - Safety, Health & Environmental
 - Small Business Utilization(Point allocation will be provided as part of Draft RFP)
 - Past Performance
 - Price
- Relative Order of Importance:

All evaluation Factors, other than Price, when combined are approximately equal to Price. Mission Suitability is more important than Past Performance



Applicable Conditions

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- Constraints - Offeror's technical and management approach shall:
 - Provide integration with other I3P Contractors
 - Use Agency specified/provided standard ordering system
- Offerors policies must comply with:
 - NASA Policy Directive (NPD) 2800.1 "Managing Information Technology"
 - NASA Procedural Requirements (NPR) 1600.1 "NASA Security Program Procedural Requirements"
 - NPR 2800.1 "Managing Information Technology"
 - NPR 2810.1 "Security of Information Technology"
- NPR 7120.7, NASA Information Technology and Institutional Infrastructure Program and Project Management Requirements applies



Subcontracting Opportunities

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- Subcontracting Goals established in the RFP are:

Category	% Goals
SB	12%
WOSB	3%
SDB	4%
HUB Zone	1%
VOSB	2%
SDVO	1%
HBCU/MI	.25%



Contract Administration

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- **Three-Tiered Contract Administration Approach**

Tier I: Agency OCIO

- Over-all Data Center Service Management, Policy and Direction

Tier II: Project Management Office at KSC

- Project Manager, CO, Contract Specialists, IT specialists and Resource Analysts
- Centralized Contract Administration

Tier III: Local Subject Matter Experts and Resource Analysts

- Coordinate with Tier II regarding operations at their Center



Special Clauses

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- **NEDC Benchmarking Process and Procedures**
 - Solicitation includes a Benchmarking Clause to establish the process for conducting cost comparisons of commercial Data Center Services to ensure competitive NEDC contract pricing throughout the term of the Contract



Property

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- As-Is Data Center infrastructure will be provided as Government Furnished Property (GFP) for WITO Operations
- Contractor shall replace (Re-fresh) GFP when it reaches end of useful life with Contractor property
- No Data Center Hardware/Equipment (GFP or Contractor Property) shall be older than 5 years from the date of original purchase unless approved by the Government



Technology Infusion

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- The Contractor shall perform technology assessments and conduct market research to identify new technologies that improve data center services and capabilities



IT Security

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- Provider of Anti-Virus and Anti-Malware solutions for all NEDC Servers and other Agency servers as required
- Interface with the NASA SOC and provide a standardized, coordinated, and rapid response to NEDC IT Security issues
- Implement consistent Agency IT Security controls on Data Center Services



Customer Support

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- **NEDC Tier 2 & 3 Service Desk**
 - Receive, track, manage and resolve customer service request, incidents and problems at levels Tier 2 and 3
 - Integrate with the NASA Enterprise Service Desk (ESD) Tier 1 and the Remedy 7.X system to coordinate, receive and resolve incidents
 - Provide priority responses to a Severity 1 - 4 Incidents



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Technical Overview



NEDC Performance Work Statement (PWS)

1.0 Introduction

Background

Objectives

Scope

Gov
Retained
Authorities

2.0 Contract Management

Program
Project Mgmt

Financial
Management

Logistics

Facility Mgmt & Services

Outsourced Data Center

Safety Health &
Environmental Mgmt

Quality Assurance &
Mgmt

Configuration Mgmt

Risk Mgmt

Tier 2 & 3 Customer
Support Capability

Integration

Contract Admin

Technology Infusion

Contract Phase-Out

Records Mgmt

IT Security

System & Environment
Freeze Mgmt

Physical Security

3.0 Transition/Transformative Optimization

Phase A
Discovery & Assessment of As-
Is, Formulation To-Be

Phase B
Preliminary Design &
Technology Completion of To-Be

Phase C
Critical Design of To-Be

Phase D
Build Test Deploy

Provisioning New System

Special Task Assignments

4.0 Data Center Offerings

Mainframe Services

Hosting Services

Housing Services

Web Site Hosting

Shared File Services

Security Services for
Non-NEDC Servers



Contract Management

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- 2 CONTRACT MANAGEMENT**
 - 2.1 Program/Project Management**
 - 2.2 Financial Management**
 - 2.3 Logistics**
 - 2.3.1 Property/Inventory Management**
 - 2.3.2 Shipping/Receiving/Inspection Services**
 - 2.4 Facilities Management and Services**
 - 2.5 Outsourced Data Center**
 - 2.6 Safety, Health, and Environmental Management**
 - 2.7 Quality Assurance and Management**
 - 2.8 Configuration Management**
 - 2.9 Risk Management**
 - 2.10 Tier 2 & 3 Customer Support Capability**
 - 2.11 Integration with Services Provided by Other Contracts**
 - 2.11.1 Agency Consolidated End-user Services (ACES).**
 - 2.11.2 NASA Integrated Communications Services (NICS).**
 - 2.11.3 Enterprise Applications Service Technologies (EAST)**
 - 2.11.4 Other contract integration Points.**
 - 2.12 Contract Administration**
 - 2.13 Technology Infusion**
 - 2.14 Contract Phase-Out**
 - 2.15 Records Management**
 - 2.16 System and Environment Freeze Management**
 - 2.17 IT Security**
 - 2.18 Physical Security**



Transition/Transformative Optimization

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- 3 Transition / Transformative Optimization**
 - 3.1 Phase A – Discovery and Assessment of As-Is, Formulation of To-Be**
 - 3.2 Phase B – Preliminary Design and Technology Completion of To-Be**
 - 3.3 Phase C – Critical Design of To-Be**
 - 3.4 Phase D – Build, Test and Deploy**
 - 3.5 * Phase E – Deploy, Operate, Maintain, Continually Improve To-Be**
 - 3.6 * Provisioning New Systems**
 - 3.7 ** Special Task Assignments**

** Work under these sections is included within the CLIN 1 pricing*

*** Work under this section will be priced using CLIN 3 Labor Rates*



Transition/Transformative Optimization (cont.)

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- **PWS Section 3.1, 3.2, 3.3**
 - Firm Fixed Price Task Order (CLIN2) for Phases A, B & C combined, with individual milestone payments for successful completion of each Phase
- **Phase A – Discovery & Assessment**
 - Document As-Is Environment
 - Establish high level strategy for Transformation to To-Be
 - Prepare for Walk-In & Take Over
- **Phase B – Preliminary Design & Technology Completion**
 - Complete: Project Plan & PDR for To-Be
- **Phase C – Critical Design of To-Be**
 - Complete: Project Plan, To-Be Architecture & CDR
 - Submit Proposal for Phase D Implementation (CLIN3)



Transition/Transformative Optimization (cont.)

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- **PWS Section 3.4**
 - Firm Fixed Price Task Order (CLIN3) for Phase D
 - Proposed Fully Burdened Labor Rates Utilized to price Task Order
 - Following negotiation, Task Order issued on an FFP completion basis
- **Phase D – Build, Test & Deploy**
 - Implements Critical Design of To-Be
 - Complete: All testing and ORR



Datacenter Service Offerings

4 Datacenter Service Offerings

- 4.0.1 List of services included with CLIN 1, Fixed Unit Pricing
- 4.0.2 Service Delivery and Service Support Process Framework
- 4.0.3 Security
- 4.0.4 Server Hardware and Supporting Software

4.1 Mainframe Services

- 4.1.1 Mainframe Data Center Operations
- 4.1.2 Mainframe Secure Printing Services
- 4.1.3 Mainframe Job Scheduling Services
- 4.1.4 Mainframe Security Administration Services
- 4.1.5 Mainframe Disaster Recovery
- 4.1.6 Database Support and Management

4.2 Hosting Services

- 4.2.2 OS Hosting Services
- 4.2.3 Storage, Backup and Restore
- 4.2.4 Database Management Service
- 4.2.5 Disaster Recovery Services
- 4.2.6 Application Monitoring

4.3 Housing Services

- 4.3.1 Housing IMAC (Install, Move, Add & Change)
- 4.3.2 System Housing Services

4.4 Web Site Hosting Services

4.5 Shared File Services

- 4.6 Security Services for Non-NEDC Servers



Data Center Operations

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- **PWS Section 4**

- Fixed Price IDIQ Task Order (CLIN 1) : Fixed Unit Pricing - Catalog of Data Center Services with specific KPIs tied to measured SLAs
- CLIN 1 Covers all Data Center Operations



Data Center Operations

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- **Mainframe Services (PWS 4.1)**
 - Mainframe Datacenter Operations
 - Mainframe Secure Printing Services
 - Mainframe Job Scheduling Services
 - Mainframe Security Administration Services
 - Disaster Recovery Services (MF)
 - Database Admin Management Services

All Mainframe Services are currently expected to end Jan 2011



Data Center Operations (cont.)

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NEDC Service Offerings (continued):

- **Hosting Services (PWS 4.2)**
 - OS Hosting Services
 - Storage, Backup and Restore
 - Database Admin Management Services
 - Disaster Recovery Services (Midrange)
 - System & Application Monitoring
- **Housing Services (PWS 4.3)**
 - Housing IMAC (Install, Move, Add & Change)
- **Web Site Hosting Services (PWS 4.4)**
 - Tiered web hosting & development “bundles”
- **Shared File Services (PWS 4.5)**
 - File Share Services to End Users
- **Server Security Services for Non-NEDC Servers (PWS 4.6)**
 - Anti-virus/spy-ware services for other Agency Customers



NEDC WAVE Transformation Strategy

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- **Consolidate Services to an Off-Site Tier 3 (high availability) commercial Data Center when appropriate**

Wave I – Includes mainframe services, hosting and housing of midrange servers at MSFC NDC (NEACC, CBACS, ESMD/ICE ~ 800 OS, NOMAD/NCAD ~ 400 devices), ACES Back-Office (at all NASA Center Locations ~ 480 OS) and EGLS at KSC (~ OS Qty TBD)

- **NEDC Project Office will work with the NEDC Contractor and customers to determine best-fit location for Center applications (on-site or off-site)**

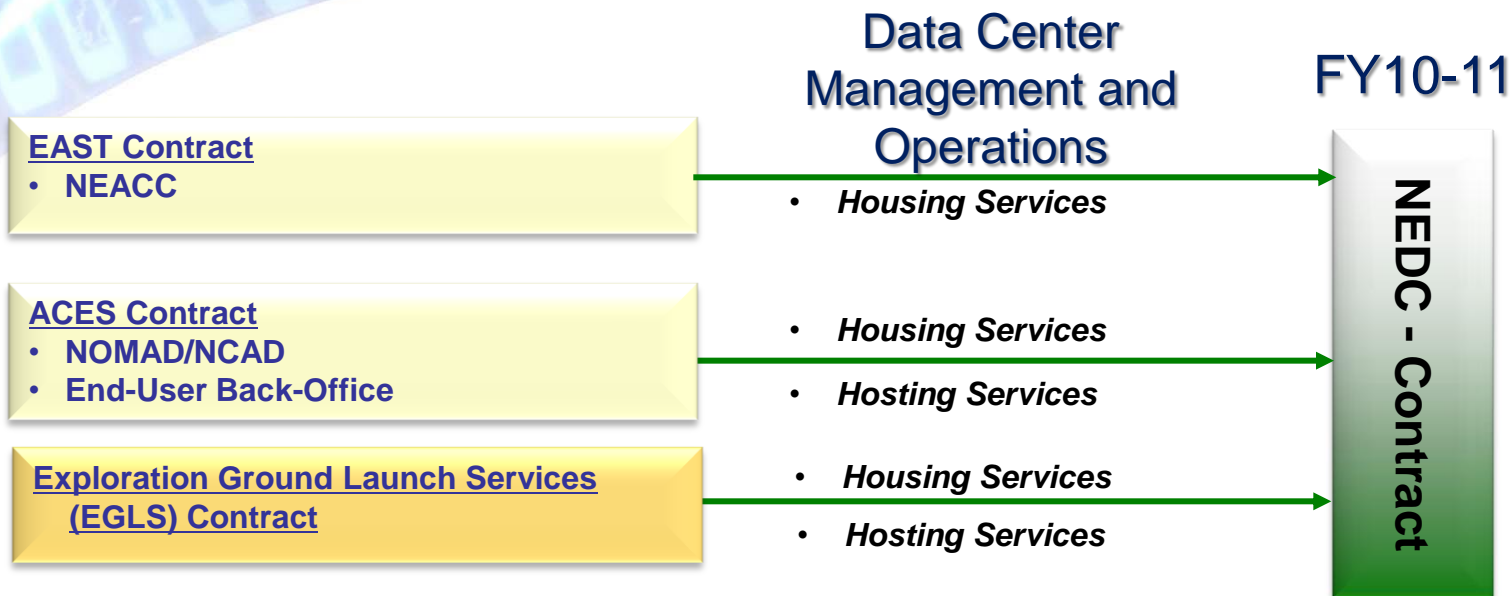
WAVES may not be linear

Content from any Wave may be transitioned when necessary



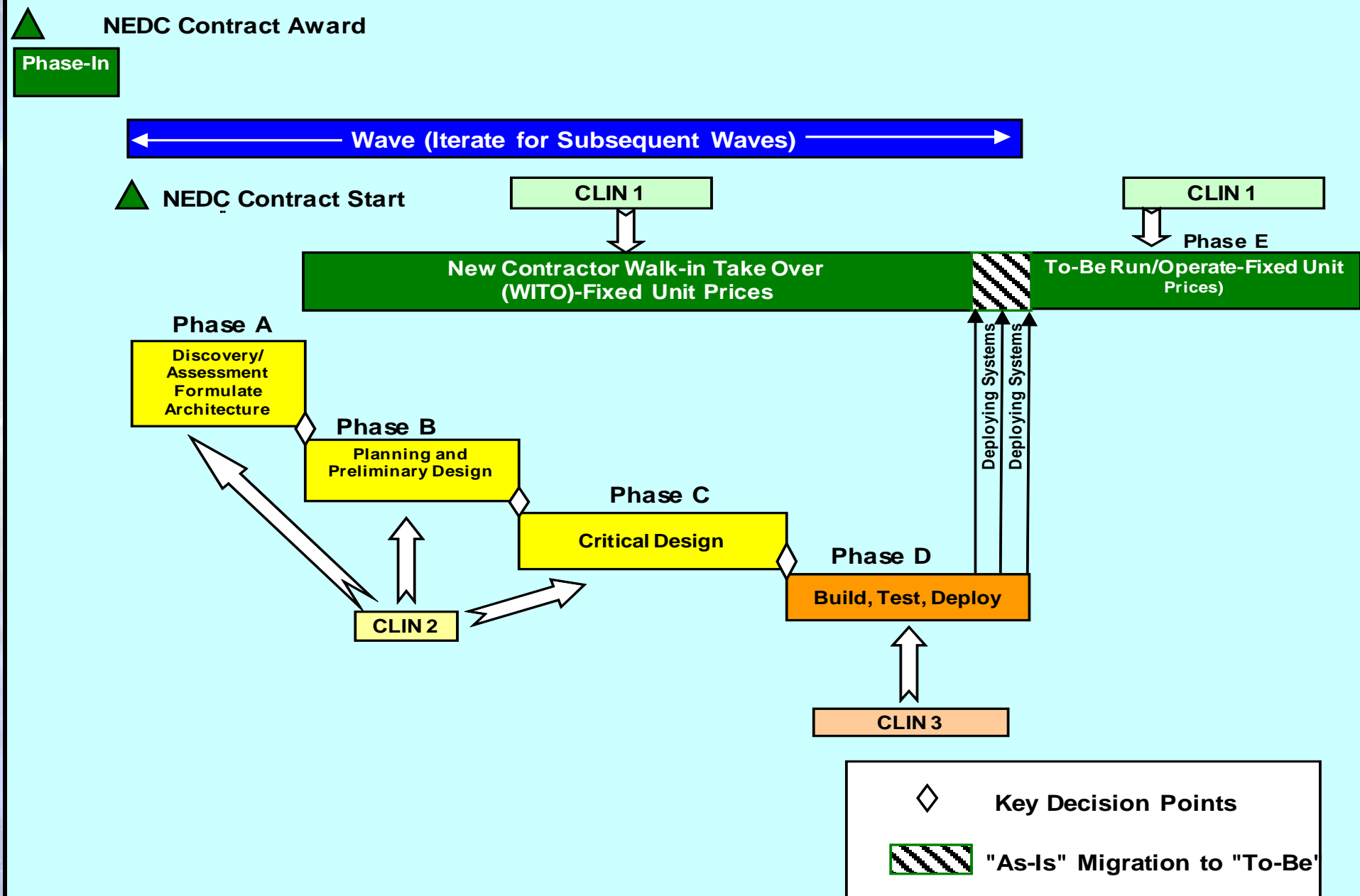
NEDC Wave -1 Content

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***Initial As-Is Inventory and Architecture for
Wave I Provided in RFP***

NEDC Wave Strategy



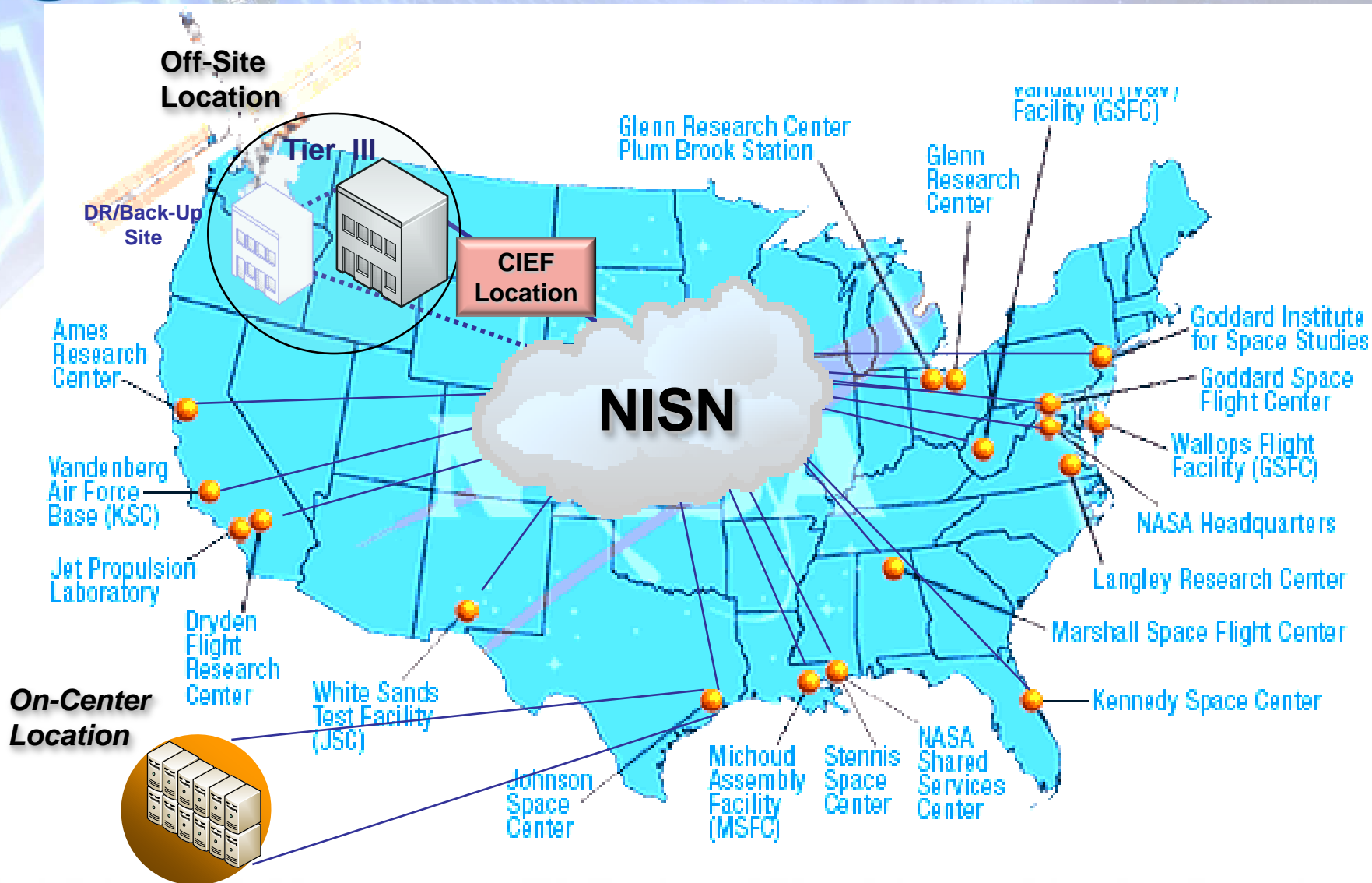


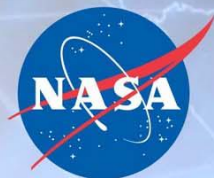
WAVE Quantities (Projected)

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WAVE 1 FY(10-11)					WAVE 1 FY(11-12)		WAVE 2 FY(12-13)		WAVE 3 FY(13-14)		WAVE 4 FY(14-15)		WAVE 5 FY(15-16)		WAVE 6 FY(16-17)	
O/S Instances					O/S Instances		O/S Instances		O/S Instances		O/S Instances		O/S Instances		O/S Instances	
NEACC		ACES Back														
NDC	EGLS	Office	Seat		Low	High	Low	High	Low	High	Low	High	Low	High	Low	High
804	TBD	478	52		1000	1600	1000	2000	1000	2000	1000	2000	1000	2000	1000	2000
Cumulative Totals=					1334		2934		4934		6934		8934		10934	

NEDC Architecture (Notional)





Zoned Network Architecture

NASA Intranet
NASA Extranet
NASA Public

NISN Managed

On-Site Data Center Location (s)

NEDC

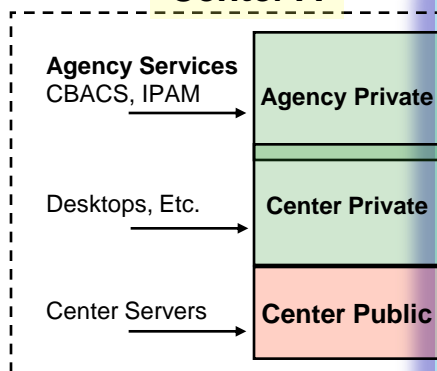
Private Network

Public Network

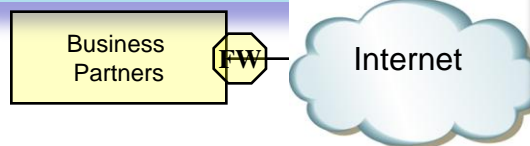
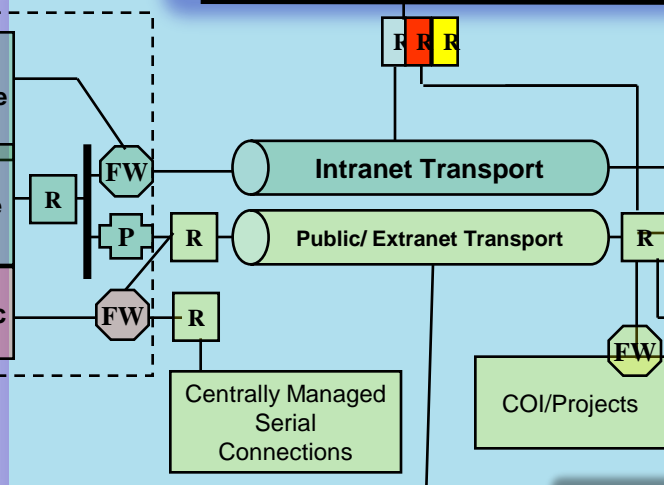
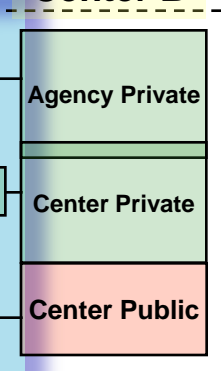
Extranet

Data Center Network Services Provided by NASA Through NICS Contract for On-Site Data Centers

Center A



Center B



NEDC

Off-Site Data Center Location (s)

Data Center Network Services Provided by NEDC Contractor for Off-Site Data Centers



I³P Contracts Interface

- ACES – Agency Consolidated End-User Services
- NICS – NASA Integrated Communications Services
- EAST – Enterprise Applications Service Technologies
- WEST – Web Enterprise Services Technologies

NEDC Contractor shall:

- Implement Associate Contractor Agreements (ACAs), or other agreements as necessary to ensure continuity of service among all I³P Contracts and support:
 - Incident resolution
 - Provisioning of NEDC services in accordance with defined Service Level Agreements



ACES - Interface

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- Via the ACES contract, NASA will provide:
 - Desktop workstations, laptops, and associated end user services (e.g. email) for NEDC Contractor personnel located on-site at a NASA Facilities and/or directly connected to a NASA network
 - Active Directory Services (NASA Consolidated Active Directory). The ACES contractor shall :
 - Manage the NASA Authentication Forest (NAF), the Active Directory Management System and associated infrastructure
 - Create and manage user accounts, Group Policy Objects and other associated Active Directory components
 - Develop, maintain, and execute standard process and workflows for operational activities.



NICS - Interface

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- Via the NICS contract, NASA will provide:
 - WAN and Data Center Network Services at On-Site Data Centers
 - The NICS contractor will retain full configuration control of provided network devices
 - The NEDC Contractor will be granted roles-based configuration authority to configure data center network devices to allow efficient provisioning and trouble shooting of Data Center Services
 - IP address space and Domain Name Services (DNS) following NICS-provided processes
 - Communication services (e.g., phone services) needed for the performance of NEDC at On-Site Data Centers



EAST - Interface

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- Via the EAST Contract, NASA will provide LDAP Directory Services for NEDC



WEST Interface

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- Via the WEST Contract, NASA will Provision Web Hosting Services for Internal NASA Web Sites at NEDC when appropriate



Other Integration Points

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- **NEDC Contractor shall Integrate with the other I3P Contracts as identified in the I3P Cross Functional PWS**

NEDC will implement Associate Contractor Agreements (ACAs), or other agreements as necessary, to ensure continuity of service and provide transparency to the NASA Data Center Services during incident resolution and provisioning of services as required to fulfill NEDC services in accordance with defined SLAs



NEDC Resource Baseline

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- Identifies NEDC Service Bundles and Discrete Service Offerings with Units of Measure and Unit Quantities (Base Units) for each Contract Year (CY)
- Government will populate Base Unit quantities of Data Center Services for RFP for initial WAVE 1 content
- Contractor shall validate active Base Unit quantities and update Resource Baseline prior to initial Start of Work

NEDC Resource Baseline			Base Unit QTY	
			CY1	CY2
Data Center Services			Base Year 1	Base Year 2
Mainframe Services			Total	Total
	Mainframe Datacenter Operations			
	Batch CPU Hours	Hours/mth	345	
	Non-batch CPU Hours	Hours/mth	650	
	Dedicated Disk	GB	3,192	
	Mainframe Secure Printing Services			
	Total Print Lines	000's line/mth	118,805	
	Mainframe Job Scheduling Services			
	# of Jobs Maintained and Monitored	Jobs/mth	15,210 Mainframe/agency	
	# of Jobs Monitored (only)	Jobs/myh	16,442 Monitored IEMP	
	Mainframe Security Administration Services			
	# of LPARS administered	LPARS	10	
	Disaster Recovery Services (MF)			
	# of DR Tests Per LPAR/OS Image Per Year on in-scope configurations	# of Tests	1-96 hour test	
	# of DR Tests Per LPAR/OS Image Per Year on in-scope configurations	# of LPARs	7	
	Database Admin Management Services			
	IDMS	Instances	19	
	ADABAS	Instances	36	
	DB2	Instances	21	
	CICS	Instances	33	
	Managed Hosting Services			
	OS Hosting Services (includes hardware refresh)			
	Linux (Application/Database/Web Server)			
	OpenSUSE			
	Enterprise (9 or more CPU) Category 1	# OS Instances		
	Enterprise (9 or more CPU) Category 2	# OS Instances		
	Enterprise (9 or more CPU) Category 3	# OS Instances		
	Large (5-8 CPU) Category 1	# OS Instances		
	Large (5-8 CPU) Category 2	# OS Instances		
	Large (5-8 CPU) Category 3	# OS Instances		



ARC/RRC Table

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- Identifies Base Unit Quantities for each discrete NEDC service for each CY
- Contractor enters proposed Base Unit Price, Additional Resource Charge (ARC) Unit Price and Reduced Resource Charge (RRC) Unit Price for each NEDC service for each CY

NEDC Contract ARC RRC Table

Contractor enters in green cells (ONLY); Base Unit Price & ARC/

				CY1			
				Base Year 1			
NEDC SERVICES				Base & ARC/RRC Unit of Measure	Renegotiation Threshold	Base Unit QTY	Base Unit Price \$
Mainframe Services				ARC/RRC Unit Price \$		Base Unit QTY	
	Mainframe Datacenter Operations						
		Batch CPU Hours		Hours/mth	50%	345	
		Non-batch CPU Hours		Hours/mth	50%	650	
		Dedicated Disk		GB	50%	3,192	
	Mainframe Secure Printing Services						
		Total Print Lines		000's line/mth	50%	118,805	
	Mainframe Job Scheduling Services						
		# of Jobs Maintained and Monitored		Jobs/mth	50%	15,210 Mainframe/ agency	
		# of Jobs Monitored (only)		Jobs/mth	50%	16,442 Monitored IEMP	
	Mainframe Security Administration Services						
		# of LPARS administered		LPARS	50%	10	
	Disaster Recovery Services (MF)						
		# of DR Tests Per LPAR/OS Image Per Year on in-scope configurations		# of Tests	50%	1-96 hour test	
		# of LPARs to test		# of LPARs	50%	7	
	Database Admin Management Services						
		IDMS		Instances	50%	19	
		ADABAS		Instances	50%	36	
		DB2		Instances	50%	21	
		CICS			50%	33	
	Hosting Services						
	OS Hosting Services (includes hardware refresh)						
	Linux (Application/Database/Web Server)				100 units	96	
		OpenSUSE					
		Enterprise (9 or more CPU) Category 1		# OS Instances			
		Enterprise (9 or more CPU) Category 2		# OS Instances			
		Enterprise (9 or more CPU) Category 3		# OS Instances			
		Large (5-8 CPU) Category 1		# OS Instances			
		Large (5-8 CPU) Category 2		# OS Instances			
		Large (5-8 CPU) Category 3		# OS Instances			
		Medium (3-4 CPU) Category 1		# OS Instances			
		Medium (3-4 CPU) Category 2		# OS Instances			
		Medium (3-4 CPU) Category 3		# OS Instances			

NEDC Service Level Agreement Matrix

Total Category Allocation Pool			250%	250%	Allocated	Contractor enters Measurement Interval in Green cells				
	Maximum Monthly at Risk Percentage		18%							
Description			Service Level Category Allocation %	Effective Date + Months	Reporting Period	Measurement Interval	Service Level Item Allocation %	Service Level Sub-Item Allocation %	Percent Designated Fees at Risk	Expected Service Level
Managed Hosting Services			85%				100%			
Non-Production Environment Availability				1	Percentage at risk of total monthly run rate		35%		5.36%	99.99%
Test Environments Availability				1			10%		1.53%	99.90%
Production Application System Response Time				1			15%		2.30%	.30 sec
Data Storage Infrastructure Availability				1	Monthly		10%		1.53%	99.99%
Schedule Attainment: Production Module				1	Monthly		5%		0.77%	99.90%
				1	Monthly	“Expected” Service Level and “Minimum”			0.77%	99.90%
Administration				1	Monthly				0.77%	99.90%
				1	Yearly				0.77%	99.90%
Database Admin: Database Availability					Monthly				1.53%	99.75%
Managed Hosting Services			Measurement period							
IMAC On-time Completion				1	Monthly		10%		1.53%	99.50%
OS Instance Availability - Category 1				1	Monthly		20%		3.06%	99.95%
OS Instance Availability - Category 2				1	Monthly		15%		2.30%	99.75%
OS Instance Availability - Category 3				1	Monthly		5%		0.77%	99.50%
Non-Production Environment Availability				1	Monthly		5%	Weighted allocation within a SLA		99.50%
Storage Infrastructure Availability - Tier 1				1	Monthly		10%			99.97%
Storage Infrastructure Availability - Tier 2				1	Monthly		5%			99.90%
Storage Infrastructure Availability - Tier 3			Effective date with burn-in months for SLA when no metrics exist	1	Monthly		5%		0.77%	99.90%
Storage Infrastructure Availability - Tier 4				1	Monthly		5%		0.77%	99.80%
Storage Infrastructure Availibty - Tier 5				1	Monthly		5%		0.77%	99.50%
Tape Backup Infrastructure Availability				1	Monthly		5%		0.77%	99.50%
Schedule Attainment: System & Application M				1	Monthly		5%		0.77%	99.50%
Disaster Recovery Test Achievement				1	Monthly		5%		0.77%	99.90%
Housing Services			5%				100%			
IMAC On-time Completion				1	Monthly		100%		0.90%	99.50%

Allocation percentage available to the SLA categories

Specific allocation percentage assigned to each SLA category

Measurement period

Effective date with burn-in months for SLA when no metrics exist

Percentage at risk of total monthly run rate

"Expected" Service Level and "Minimum"

Weighted allocation within a SLA



Dissemination of Historical Data

Office of the Chief Information Officer

- **Posting of Industry Day briefings on I3P website**
- **Plan to setup an NEDC Bidders Library Posted on FedTeDS for sensitive, unclassified, acquisition-related information**
- **On this webpage, the SEB will be posting:**
 - **Software Descriptions & Inventories**
 - **Agency Data Center Facility Information**
 - **Historical Documents**
 - **System Architecture Diagrams**
 - **Reference Material (Applicable Center documents)**



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